

## **DOR 8.140 CENTRAL OFFICE APPEAL COMPLAINT PROCESS CHECKLIST**

***PURPOSE:** This sets forth the Central Office appeal process when consumers wish to appeal the disposition of their HIPAA Privacy complaint at the facility level.*

\_\_\_\_\_  
(date) Complaint Appeal arrives in Central Office on 8.140 complaint form.

\_\_\_\_\_  
(date) 30 Calendar Day Due Date (based on arrival date).

\_\_\_\_ Yes \_\_\_\_ No  
(completed) Complaint Appeal shall be date-stamped.

\_\_\_\_\_  
(date) Notify Privacy Officer (PO) or designee.

\_\_\_\_\_  
PO or designee sends description of alleged violation(s) and facility disposition to facility PO or designee for response.

\_\_\_\_\_  
(date) Facility response due in seven (7) working days to PO or designee.

\_\_\_\_\_  
(date) Facility response received by PO or designee.

\_\_\_\_\_  
(date) Central Office PO or designee completes review, and completes appeal disposition information on HIPAA complaint form.

\_\_\_\_\_  
(date) Written notice of the appeal disposition is mailed to consumer, including appeal information (if applicable).

**COMPLETED ORIGINAL COMPLAINT FORM SHALL BE PLACED IN THE  
CONSUMER'S MEDICAL RECORD.**